**IT Applications, Unit 4**

**Ch 6: Developing a solution using spreadsheet software, p 213**

**Case Study: Point Pleasant Social Service Program – organisational outline and current practice**

**Creating a solution using a spreadsheet:**

1. **List some things to consider when creating the spreadsheet.**

* Create a data entry sheet in which all raw data can be entered and validated. Formulas should then be used to reference the data from that one sheet.
* Create professional looking reports by minimising the amount of clutter around thereport. Clearly, simply and professionally communicate what is needed.
* Create charts that clearly show the visual data required
* When creating your formulas experiment with different types of test data.
* Create a prototype solution and get someone who doesn’t know much about spreadsheets to test it out.

1. **What is the process for illustrating to clients that their needs have been met?**

A the end of the developing process, a collection of annotated screen dumps can be used to demonstrate to the client that their needs have been met through the development of their software solution.

**Testing the solution**

1. **List the typical spreadsheet features to test.**

* Any calculations (formulas, referencing to other sheets, IF statements used for notification)
* Validation
* Lookups
* Macros
* Charts
* Sorting of data

1. **When should the test data been generated?**

The test data should be generated in the test plan and created in the design stage.

1. **What is user acceptance testing?**

User acceptance testing test whether or not the user approves of the solution and the output and can they find the information they need.

1. **How is this testing carried out?**

To conduct the user acceptance testing, a questionnaire asking the user to follow a series of steps, such as editing data or interpreting charts. The users would be asked to give feedback on how well they could complete these tasks. The user would then be asked a couple of questions based on their interpretation of the output, e.g. a chart.

**User documentation**

1. **What does the documentation process involve?**

After the solution has been developed and tested, it is important that documentation is created to assist users. The documentation process involves creating step by step instructions for users to work with the solution.

1. **How is user documentation now created?**

User documentation was originally printed off into a document form but now it is more commonly created fro onscreen use.

**Evaluating a spreadsheet solution**

1. **What is the purpose of evaluation?**

The purpose of evaluation is the ensure that the solution meets the needs of the user in that it solves the problems with the current system as identified in the analysis stage.

1. **The evaluation strategy is broken down into 2 activities. What are these 2 activities?**
2. **Creating an evaluation strategy**: this strategy should include specifying a timeline of when the evaluation will take place, a list of what data will be collected and how the data relates to the evaluation criteria.
3. **Reporting:**  this involves reporting on the extent to which the solution meets the requirements of the user.
4. **List the steps undertaken in the process to report on the extent to which the solution meets the requirements of the user/client.**

* Specify the process of the evaluation, making sure you know exactly what needs to be evaluated.
* Establish why the evaluation is taking place
* Identify who should receive the information gathered
* Establish the key questions to be asked and how the answers will be collected and analysed.
* Determine how the results of the evaluation will be disseminated and what chages, if any, should take place to make the solution effective.